

## Patent claims

1. A method of processing requests directed to an operator service (OPS) of a telecommunication network which are respectively received in the form of a request for connection from a calling subscriber (TN1-TNx) of the network for the operator service, the operator service (OPS) being assigned a predetermined number of operators (OP1, OP2, OP3) and/or connection lines, in which method a received request is subjected to a waiting procedure on the part of the operator service if all the suitable operators or connection lines for this request are busy, characterized in that the waiting procedure to which a request is subjected is carried out as follows:

an entry is generated as a call-back entry (RRE) with information which contains a call address (trn) concerning the calling subscriber and/or information representing the calling subscriber and is arranged in sequence in a waiting field (WFD), the request or a connection arising from it being terminated, and

when an operator or a connection line becomes free, at least one of the first entries (ent) in the waiting field (WFD) is taken from the waiting field and, on the basis of the information of the at least one entry, a call-back connection is established between the subscriber specified by the call address (trn) and the free operator or the free connection line.

2. A method of processing requests directed to an operator service (OPS) of a telecommunication network which are respectively received in the form of a request for connection from a calling subscriber (TN1-TNx) of the network for the operator service, the operator service (OPS) being

assigned a predetermined number of operators (OP1, OP2, OP3) and/or connection lines, in which method a received request is subjected to a waiting procedure on the part of the operator service if all the suitable operators or connection lines for this request are busy, characterized in that the waiting procedure to which a request is subjected is carried out as follows:

an entry is generated as a call-back entry (RRE) with information which contains a call address (trn) concerning the calling subscriber and/or information representing the calling subscriber and is arranged in sequence in a waiting field (WFD), the request or a connection arising from it being terminated, and

in that at least one of the first entries (ent) in the waiting field (WFD) is taken from the waiting field and, on the basis of the information of the entry, a call-back connection directed at the subscriber specified by the call address (trn) is initiated and is possibly maintained, and

in that the call-back connection is established between the specified subscriber and a free operator or a free connection line.

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3. The method as claimed in claim 1 or 2, characterized in that, at the beginning of the waiting procedure for the request concerned, an anticipated waiting time is determined and, provided that it lies above a predetermined lower threshold value ( $t_1$ ), a call-back entry (RRE) is generated, otherwise the request (WTE) is arranged in sequence in the waiting field.
4. The method as claimed in one of claims 1 to 3, characterized in that, at the beginning of the waiting procedure for the request concerned, an anticipated waiting time is determined and,

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provided that it lies below a predetermined upper threshold value ( $t_2$ ), a call-back entry (RRE) is generated, otherwise the request is denied.

*sub a'}*

5. The method as claimed in one of claims 1 to 4, characterized in that, before terminating the request or the connection arising from it, service-specific instructions (opw, dat) are taken from the calling subscriber and used when generating the call-back entry and/or arranging it in sequence.
6. The method as claimed in one of claims 1 to 5, characterized in that, at the beginning of the waiting procedure, instructions concerning the desired type of waiting procedure are taken from the calling subscriber, and a call-back entry (RRE) is only generated if these instructions include consent of the subscriber to a call-back connection.
7. The method as claimed in claim 5 or 6, characterized in that the instructions of the calling subscriber are taken in a voice-controlled dialog.
8. The method as claimed in one of claims 1 to 7, characterized in that, when an operator or a connection line becomes free, at least one of the first entries in the waiting field is taken from the waiting field, the information of the at least one entry is supplied to the free operator and, on the basis of the information of the entry, the operator calls back the subscriber specified in it.
9. The method as claimed in one of claims 1 to 8, characterized in that instructions (opw) originating from the calling subscriber and concerning an operator selection are used when generating the call-back entry (RRE), and in that, when taking an entry, only those entries (ent') which include the free operator in their operator selection are considered.

10. The method as claimed in one of the preceding claims, characterized in that at least one of those entries for which the still remaining waiting time in the waiting field is expected to be below a predetermined threshold value, or a predetermined waiting time, is taken from the waiting field and a call-back connection is initiated.

11. The method as claimed in one of the preceding claims, characterized in that the information representing that an operator or a connection line has become free is transmitted in the direction of the specified subscriber with the aid of the Transaction Capabilities Part Protocol (TCAP), on the basis of the Signaling System No. 7, the initiation of the call-back connection taking place on the side of the specified subscriber.

12. The method as claimed in one of the preceding claims, characterized in that the operator service is formed by a number of subscriber lines arranged in the telecommunication network and combined to form a subscriber group.

13. The method as claimed in claim 12, characterized in that the subscriber group is connected via a predetermined number of connection lines or connection channels to the telecommunication network.

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